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Salesforce

CRT-251

Sales Cloud Consultant

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Question: 57

What is the recommended approach to relate a Person Account to another Account?

A. Add the Person Account to the Contact Roles.
B. Add the Person Account to the Account owner's default team.
C. Add the Person Account to the Partners Related List.
D. Add the Person Account to the Account Team.

Answer: C

Question: 58

Universal Containers needs to show a dashboard with forecast by product family with quotas. Which solution should a consultant recommend?

A. Build a joined report with closed opportunities, forecasting items, and quotas.
B. Customize quotas with product report, and add necessary fields.
C. Build a custom report type with forecasting quotas and forecasting items.
D. Create an analytic snapshot to capture the opportunity forecast.

Answer: D

Question: 59

Sales management at Universal Containers wants product managers to become more involved with sales deals that are being delayed in the negotiation stage of the sales process. Product managers need to understand the details of specific sales deals, and address product capability and roadmap questions with customers. Which two solutions should a consultant recommend to help product managers engage in sales deals? (Choose two.)

A. Create a Chatter group to share product information with the sales team, product managers, and customers.
B. Use Process Builder to create a chatter post.
C. Use an assignment to notify product managers when opportunities are updated.
D. Add the opportunity team, product managers, and customers to libraries containing files relevant to sales deals.

Answer: A,B

Question: 60

Universal Containers wants to implement a website for a new product launch. The site should be publicly available, allow visitors to submit requests for information, and be managed by the non-technical marketing team. Which solution should the consultant recommend?

A. Lightning Platform
B. Salesforce Mobile Sites
C. Lightning Components
D. Customer Community

Answer: D

Question: 61

The sales management team of Universal Containers has noticed that opportunities are taking longer to close. Historically, it has taken 30 days for a new opportunity to be moved to closed/won. Recently, this time period has increased to 45 days. Which two reporting tools can the sales management team leverage to help determine the cause? (Choose two.)

A. Report on campaign return on investment (ROI)
B. Report on the discount approval time for quotes
C. Dashboard of month-over-month trend of lead conversions
D. Dashboard of opportunity stage duration

Answer: B,D

Question: 62

Universal Containers is preparing for the launch of its new Sales Cloud implementation to a global user base. With previous sales automation applications, the company had slow adoption of the new solution. Which three Sales Cloud deployment factors should be considered to help ensure adoption? (Choose three.)

A. Type of training delivered
B. Sales rep quota targets
C. Management communications
D. Maintenance release schedule
E. Training in local language

Answer: A,C,E

Question: 63

Universal Containers uses Products in Salesforce and has a private security model. The product management employees do NOT have access to all opportunities but wants to track the performance of a new product after it is launched. What should a consultant recommend to allow the product management employees to track the

performance of the product?

A. Create a trigger to add the product management team to the sales team of relevant opportunities.
B. Create a criteria-based sharing rule to add the product management team to relevant opportunities.
C. Create a trigger to set the product manager as owner for opportunities on the new product.
D. Create a new product and add it to the price book with the product manager as an owner.

Answer: B

Question: 64

Universal Containers does NOT have a direct sales team; its channel partners are responsible for selling and servicing products. Over the past quarter, these has been an increased volume of leads. However, the Vice President of Channels has been receiving many complaints from partners on the poor quality of the leads and has noticed a significant drop in the lead conversion rate. What should a consultant recommend to improve partner satisfaction with the leads being shared?

A. Assign all leads to the partner channel manager to validate the lead data and manually assign to partners.
B. Create multiple validation rules to ensure that all fields on the lead record are populated with data.
C. Create a custom lead score field to assess lead quality and assign the leads that exceed this score to partners.
D. Use the lead score on the Find Duplicates button and assign the leads with a score in the high category.

Answer: C

Question: 65

Universal Containers has configured a private sharing model with opportunity team selling enabled. The company allows its sales representatives to add sales team members to their opportunities when necessary. As a result, each sales representative has opportunities they directly manage and opportunities on which they collaborate with other sales representatives. Which data set filter report would allow the sales representatives to see all opportunities they are involved with?

A. My team-selling and my opportunities
B. My team-selling shared opportunities
C. My team's opportunities
D. My collaborative opportunities

Answer: A

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*These questions are for demo purpose only. **Full version** is up to date and contains actual questions and answers.*

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